

Child Support Resource Guide for State IV-D Directors

2nd edition, July 2021



ADMINISTRATION FOR
CHILDREN & FAMILIES

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Child Support Resources

This resource guide provides online and other resources to help you manage various aspects of your child support operations.

1. Federal Office of Child Support Enforcement

The federal Office of Child Support Enforcement (OCSE) is part of the Administration for Children and Families (ACF), which falls under the umbrella of the Department of Health and Human Services (HHS).

[ACF website \(www.acf.hhs.gov/\)](http://www.acf.hhs.gov/)

[HHS website \(www.hhs.gov/\)](http://www.hhs.gov/)

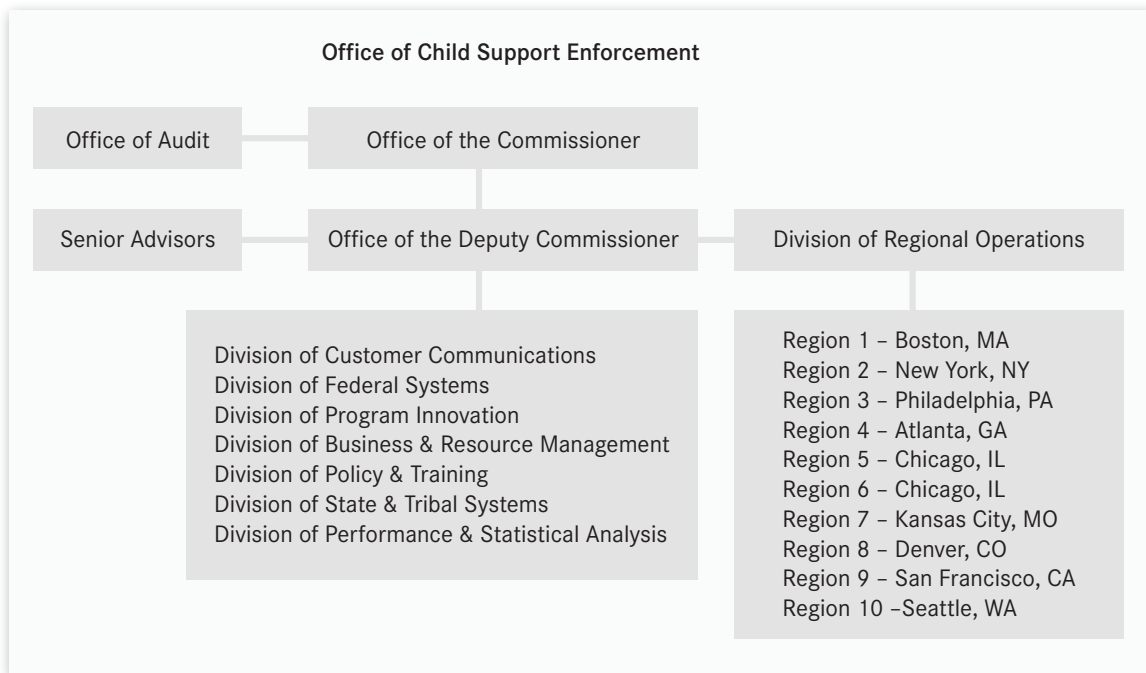
OCSE is the starting point for most of the information you'll need from the federal office, including the latest news, policy updates, training tools, and technical and historical documents. OCSE's website provides an array of resources for you and the many partners you will work with in child support.

[OCSE website \(www.acf.hhs.gov/css\)](http://www.acf.hhs.gov/css)

2. State Child Support Websites and Contact Information

This link provides [contact information](#) for each state child support program and lists the tribal programs in the state as well.

3. Federal Organizational Chart

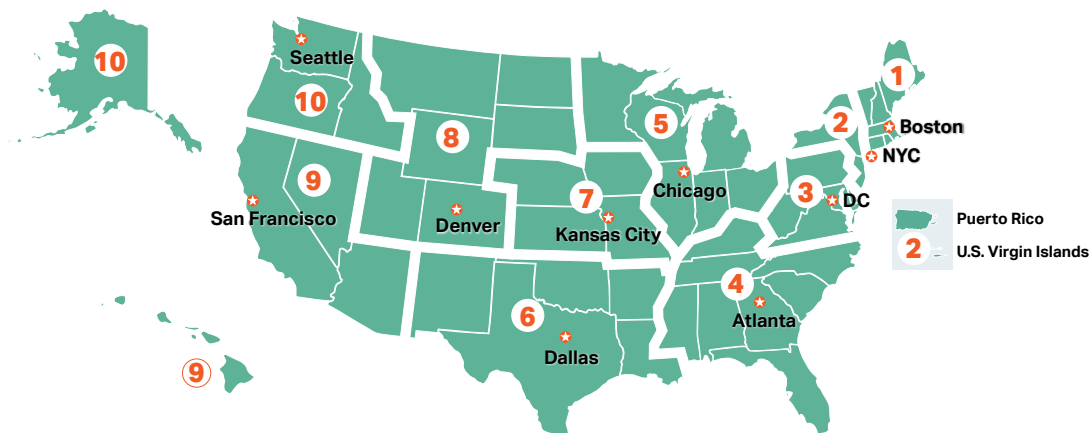


OCSE is headed by the Office of the Commissioner (OC). The OC has two direct reports: the Office of Audit (OA), and the Office of the Deputy Commissioner (ODC). ODC has eight direct reports: Division of Business & Resource Management (DBRM), Division of Customer Communications (DCC), Division of Federal Systems (DFS), Division of Program Innovation (DPI), Division of Performance & Statistical Analysis (DPSA), Division of Policy & Training (DPT), Division of State & Tribal Systems, and Division of Regional Operations (DRO).

DRO has 10 regional offices:

- Region 1 in Boston, MA
- Region 2 in New York, NY
- Region 3 in Philadelphia, PA
- Region 4 in Atlanta, GA
- Region 5 in Chicago, IL
- Region 6 in Dallas, TX
- Region 7 in Kansas City, MO
- Region 8 in Denver, CO
- Region 9 in San Francisco, CA
- Region 10 in Seattle, WA

4. Regional Office Contacts



The map shows the ten regions under HHS. For current OCSE contact information and details for state and tribal programs within each region, go to the [interactive version of the map](#).

This contact information for the regional offices is current as of June 2021.

Region 1

JFK Federal Building, Room 2000
Boston, MA 02203-0003
Phone: 617-565-2456

Region 2

26 Federal Plaza, Room 4114
New York, NY 10278-4199

Phone: 617-565-2456

Region 3

801 Market Street, Suite 8300
Philadelphia, PA 19107
Phone: 404-562-2958

Region 4

61 Forsyth Street, SW, Suite 4M60
Atlanta, GA 30303-8909
Phone: 404-562-2958

Region 5

233 N. Michigan Ave., Suite 400
Chicago, IL 60601-5519
Phone: 312-702-3538

Region 6

1301 Young Street, Suite 106-1060
Dallas, TX 75202-5433
Phone: 214-767-6239

Region 7

Federal Office Building
601 East 12th Street, Room 349
Kansas City, MO 64106-2858
Phone: 415-437-8480

Region 8

Byron Rogers FOB
1961 Stout Street, Room 08-148
Denver, CO 80294
Phone: 303-844-1139

Region 9

90 Seventh Street, 9th Floor
San Francisco, CA 94103-6710
Phone: 415-437-8480

Region 10

701 Fifth Avenue, Suite 1600 MS 75
Seattle, WA 98104
Phone: 206-615-3769

5. Key Child Support Federal Statutes

Federal Child Support Law and Regulations

Below are links to the law that created the child support program and to regulations that have been key to its functioning.

- [Title IV, Part D of the Social Security Act, 42 USC 651 et seq.](#)
- [Full Faith and Credit, 28 USC 1738B et seq.](#)
- [Child Support Regulations, 45 CFR 301 et seq.](#)
- [Flexibility, Efficiency, and Modernization in Child Support Programs final rule](#)

OCSE's Policy webpage (www.acf.hhs.gov/css/policy) provides policy and program requirements related to the child support program.

Statutes Requiring Changes in the Child Support Program

The links below take you to either the statute or a summary of the program changes required by law over time.

You can also search the [Library of Congress](#) for federal statutes:

- [Social Security Amendments of 1965, P.L. 89-97](#)
- [Uniform Reciprocal Enforcement of Support Act \(URESA\)](#)
- [Social Security Amendments of 1967, P.L. 90-248](#)
- [Social Security Amendments of 1974, P.L. 93-647](#)
- [The Medicare-Medicaid Antifraud and Abuse Amendments of 1977, P.L. 95-142](#)
- [The Bankruptcy Reform Act of 1978, P.L. 95-598](#)
- [The Social Security Disability Amendments of 1980, P.L. 96-265](#)
- [The Adoption Assistance and Child Welfare Act of 1980, P.L. 96-272](#)
- [The Omnibus Budget Reconciliation Act of 1981, P.L. 97-35](#)
- [The Tax Equity and Fiscal Responsibility Act of 1982, P.L. 97-248](#)
- [Omnibus Budget Reconciliation Act of 1982, P.L. 97-253](#)
- [Uniformed Services Former Spouses' Protection Act](#)
- [Child Support Amendments of 1984, P.L. 98-378](#)
- [Omnibus Budget Reconciliation Act of 1986, P.L. 99-509 \(includes "Bradley amendment"\)](#)
- [Omnibus Budget Reconciliation Act of 1987, P.L. 100-203](#)

- [Family Support Act of 1988, P.L. 100-485](#)
- [Omnibus Budget Reconciliation Act of 1989, P.L. 101-239](#)
- [Omnibus Budget Reconciliation Act of 1990, P.L. 101-508](#)
- [Child Support Recovery Act of 1992, P.L. 102-521](#)
- [Ted Weiss Child Support Enforcement Act of 1992, P.L. 102-537](#)
- [Omnibus Budget Reconciliation Act of 1993, P.L. 103-66](#)
- [Full Faith and Credit for Child Support Orders Act of 1994, P.L. 103-383](#)
- [Bankruptcy Reform Act of 1994, P.L. 103-394](#)
- [Small Business Administration Reauthorization and Amendments of 1994, P.L. 103-403](#)
- [Personal Responsibility and Work Opportunity Reconciliation Act of 1996, P.L. 104-193 \(also known as Welfare Reform or PRWORA\)](#)
- [Uniform Interstate Family Support Act \(UIFSA\) of 1996](#)
- [Balanced Budget Act of 1997, P.L. 105-33](#)
- [Taxpayer Relief Act of 1997, P.L. 105-34](#)
- [Adoption and Safe Families Act of 1997, P.L. 105-89](#)
- [Deadbeat Parents Punishment Act of 1998, P.L. 105-187](#)
- [Child Support Performance and Incentive Act of 1998, P.L. 105-200](#)
- [UIFSA 2001](#)
- [Bankruptcy Abuse Prevention Consumer Protection Act of 2005, P.L. 109-8](#)
- [Deficit Reduction Act of 2005, P.L. 109-171](#)
- [Fostering Connections to Success and Increasing Adoptions Act of 2008, P.L. 110-351](#)
- [UIFSA 2008](#)
- [American Recovery and Reinvestment Act of 2009 \(ARRA\), P.L. 111-5](#)
- [Claims Resolution Act of 2010, P.L. 111-291](#)
- [Preventing Sex Trafficking and Strengthening Families Act of 2014, P.L. 113-183](#)
- [Bipartisan Budget Act of 2018, Section 53117 of P.L. 115-123](#)

6. Child Support Basics

Child Support Professionals Fact Sheets

The [OCSE fact sheets webpage](#) contains innovative strategies, data-based policies and practices, and customer-focused services that are summarized in fact sheets, informative posts, and provides information about the child support program.

Acronyms and Glossary

For a list of frequently used child support terms and acronyms, see the [glossary](#). Find terms specific to systems planning in the appendix of this resource guide.

Federal Policy Documents

These are the types of OCSE policy documents available on the [Policy webpage](#).

- **Action Transmittal (AT):** A memo used to inform child support agencies of a policy, form, process, or legislation that requires action or implementation.
- **Dear Colleague Letter (DCL):** A type of letter used to communicate general information specifically to state directors or both state and tribal directors.
- **Tribal Dear Colleague Letter (TDCL):** A letter just like a DCL except the information is specific to tribes only.
- **Information Memorandum (IM):** A memo used to communicate general information to child support agencies that doesn't require specific action.
- **Policy Interpretation Question (PIQ):** An official OCSE response to an inquiry concerning application of policy submitted to a regional office by a state child support program. Although these questions often arise from a specific practice or situation, the responses are official statements of OCSE policy on the issue.
- **Tribal Policy Interpretation Question (PIQT):** An official OCSE response to an inquiry concerning application of policy submitted by a tribal program.

Federal Financial Management Regulations

OMB Circular A-87 establishes principles and standards for determining costs for federal awards carried out through grants, cost reimbursement contracts, and other agreements with state and local governments and federally recognized Indian tribal governments.

[Uniform Administrative Requirements, Cost Principles, And Audit Requirements For HHS Awards, 45 CFR Part 75](#)

7. Federal Reporting

State and tribal agency officials must submit several official forms to HHS to report statistical and financial information about their child support program. Much of the information is compiled and published in an annual Report to Congress of statistical and financial data available to the public.

The Annual Report to Congress contains individual state and tribal report pages. The report includes information on collections, expenditures, paternities, orders established, incentives, and other program statistics. ([See the 2018 Report to Congress](#))

OCSE-157 – Child Support Enforcement Annual Data Report

- [OCSE-157](#) Form and Instructions
- This form captures data on case inventory, paternity establishment, services required and provided, medical support, collections due and distributed, staff, Medicaid, noncooperation, and good cause.
- States are required to submit this form electronically through the ACF On-Line Data Collection (OLDC) system.

OCSE-34 – Child Support Enforcement Program Quarterly Report

- [OCSE-34](#) Form and Instructions
- This form captures data on collections received, collections distributed and undistributed, federal share of fees, and itemized undistributed collections.
- States and tribes are required to submit this form electronically through the ACF OLDC system.

OCSE-396 – Child Support Enforcement Program Quarterly Financial Report

- [OCSE-396](#) Form and Instructions
- This form captures data on expenditures, fees, and incentives payments.
- States are required to submit this form electronically through the ACF OLDC system.

OMB Standard Form 425 – Federal Financial Report

- [SF-425](#) Form and instructions
- Tribal agencies administering the child support program under Title IV-D of the Social Security Act are required to submit financial information using the SF-425 in accordance with instructions issued by OCSE.

OCSE-75 – Tribal Child Support Enforcement Annual Data Report and Tribal Narrative Reports

- [OCSE-75](#) Form and instructions
- Tribes use the OCSE-75 to report statistical information on their child support programs to OCSE as required in 45 CFR 309.170(b). The OCSE-75 report is to be completed and submitted by tribal IV-D agencies 90 days after the end of the federal fiscal year, or by December 29 of each year.

Self-Assessment Report

- [DCL-09-05, OCSE Self-Assessment Reporting System](#)
- States are required to perform annual assessments of their child support programs and submit results to their respective OCSE regional office, with a copy to the OCSE central office, no later than six months after the end of the self-assessment review period. To create uniformity in state self-assessment reports, OCSE developed a recommended format for states to report their self-assessment results.

8. State Plans

Current State Plans

The online [State Plan System](#) provides an automated process for submitting plan amendments and maintaining an electronic version of the approved state plan preprint pages and attachments that describe the nature and scope of each state's child support program. The state plan system is housed on the Child Support Portal.

State Plan Links

OCSE developed electronic versions of the [OCSE-21-U4 form](#), [state plan table of content](#), [state plan cover sheet](#), and state plan preprint pages to improve the submission process. States can complete and submit these forms electronically in the online state plan system according to the procedures described in [AT-15-02](#). Below are recent Action Transmittals regarding the state plan.

- [AT-20-08](#), Submit Revised State IV-D Plan Page 3.8-3 to Comply with Technical Corrections Final Rule
- [AT-19-07](#), Exemption Requests from Mandatory Laws and Procedures (2019)
- [AT-17-03](#), Revised State Plan consistent with FEM

9. Federal Incentives for State Performance

Select data from the required reporting is used to determine state performance in five key performance areas: paternity establishment, support order establishment, current collections, arrearage collections, and cost-effectiveness. These measures are used to calculate how incentives are distributed based on a national incentive pool, each state's collection base, and all states' performance.

Reinvestment of Child Support Incentive Payments

[AT-20-01](#) explains that child support incentive payments must be reinvested in the child support program. It also explains what other types of activities can be funded with incentive payments.

The Child Support Performance and Incentive Act (CSPIA) formulas are illustrated here.

CSPIA Incentive Measure Formulas

Incentive Measure	Form and Line Numbers
Paternity Establishment Percentage (PEP): IV-D	
Number of Children in the Caseload in the FY or as of the End of the FY Who Were Born Out-of-Wedlock with Paternity Established or Acknowledged	OCSE-157, Line 6
Number of Children in the Caseload as of the End of the Preceding FY Who Were Born Out-of-Wedlock	OCSE-157, Line 5a
Paternity Establishment Percentage (PEP): Statewide	
Number of Minor Children in the State Born Out-of-Wedlock with Paternity Established or Acknowledged During the FY	OCSE-157, Line 9
Number of Children in the State Born Out-of-Wedlock During the Preceding FY	OCSE-157, Line 8a
Support Order Establishment	
Number of IV-D Cases with Support Orders	OCSE-157, Line 2
Number of IV-D Cases	OCSE-157, Line 1
Current Collections	
Amount Collected for Current Support in IV-D Cases	OCSE-157, Line 25
Amount Owed for Current Support in IV-D Cases	OCSE-157, Line 24
Arrearage Collections	
Number of IV-D Cases Paying Toward Arrears	OCSE-157, Line 29
Number of IV-D Cases with Arrears Due	OCSE-157, Line 28
Cost-Effectiveness	
Total IV-D Dollars Collected	OCSE-34, Lines 4b+4c+8+11 of column G
Total IV-D Dollars Expended	OCSE-396, Line 7 columns A+C less Line 1(c) columns A+C
State Collection Base	
2 times (Current Assistance + Former Assistance Collections + Medicaid Assistance) + Never Assistance Collections + Fees Retained by Other States	OCSE-34: 2 times ((Line 4b, columns A+B+C+D+E) + (Line 8, columns A+B+C+D+E)) + Line 4b, column F + Line *, column F + Lines 4c + 11 of column G

10. Federal Audit and Oversight

Data Reliability Audit

- [Data reliability audit requirements](#) are updated annually.

Internal Revenue Service Security Audit

- [IRS Security Guidelines, Publication 1075](#)
- [IRS Safeguards and Publication 1075 Update, DCL-16-15](#)

Subpart F of 2 CFR § 200.501 - Audit Requirements

[Single Audit](#), previously known as the OMB Circular A-133 audit, is an organization-wide financial statement and federal awards audit of a non-federal entity that expends \$750,000 or more in federal funds in one year. It is intended to assure the federal government that a non-federal entity has adequate internal controls in place and is generally in compliance with program requirements. Non-federal entities typically include states, local governments, Indian tribes, universities, and non-profit organizations.

2 CFR PART 200, APPENDIX XI, COMPLIANCE SUPPLEMENT ADDENDUM

On **December 22, 2020**, OMB issued the [2020 Compliance Supplement Addendum](#), providing recipients and subrecipients of COVID-19 funding with due dates from October 1, 2020, through June 30, 2021, an extension for up to three months beyond the original due date to complete and submit the Single Audit reporting package. This extension is in addition to the changes in due dates described under [M-20-26](#).

Other Federal Entities That Have Conducted Child Support Audits and Investigations

- [HHS Office of Inspector General](#)
- [Government Accountability Office](#)

11. Child Support Automated Systems

Federal Systems

Federal systems include batch systems and online systems.

- **Batch Systems**

This generally indicates systems that are automated and communicate system to system, without human intervention. For example, one system receives new files to input from a transmitting system (such as a state system or external partner). The receiving system will then process the information at

a scheduled time (nightly, weekly, etc.), and produce response files to send back to the transmitting system. Batch processes are typically used when an immediate response is not required or the transaction volume is large.

- **Federal Case Registry (FCR)**

The [FCR Guidance Document](#) provides basic information to help IV-D administrative and program/policy staff understand the functionality of the FCR. The FCR, a registry of IV-D and non-IV-D cases and participants, assists states in the following ways:

- Provides locate information from other federal sources: Social Security Administration, Department of Veterans Affairs, Office of Personnel Management, National Security Agency, Department of Defense, Federal Bureau of Investigations, Internal Revenue Service
- Proactively matches case participants to other case participants in the FCR
- Proactively matches case participants to data in the National Directory of New Hires

- **National Directory of New Hires (NDNH)**

- Contains quarterly wage, unemployment insurance, and new hire data
- Proactively matches against participants in the FCR to provide locate information

- **Debtor File** – contains child support arrears data used for:

- Passport Denial
- Tax Refund Offset
- Administrative Offset
- Multistate Financial Institution Data Match (MSFIDM)
- Insurance Match

- **CSENet** – Interstate communication network used to exchange data between states. The [CSENet Interface Guidance Document \(IGD\)](#) is a comprehensive resource guide that states may refer to as they develop or refine their functionality to use the CSENet application to conduct interstate child support enforcement business activities. These activities include, but are not limited to, locating noncustodial parents, establishing paternity and support obligations, enforcing support orders, and collecting support funds.

- **e-IWO** – Electronically transmits income withholding orders to participating employers

- **Interstate Case Reconciliation (ICR)** – Annual national computer match used to reconcile interstate cases

- **Online Systems**

These are systems that are interactive and process one request at a time. Using an internet browser, a user can query an online system and see an immediate response. In general, online systems are used when immediate responses are required.

- [Child Support Portal](#) provides states with real time access to information through the applications listed below. State users, including IV-D Directors, access the Portal through their state proxy server. The Navigation Guides for the applications starred (*) below can be found in the portal in the [helpful information section](#). Additionally, the [Child Support Portal At A Glance](#) is a web-based resource with detailed information on the Portal applications.
 - [Debt Inquiry Service](#) provides information to OCSE's debtor file from insurers reporting claimants or beneficiaries eligible to receive lump-sum or other types of insurance payments
 - **Department of Defense (DoD) Entitlements*** provides detailed income data for active duty military and reservists
 - **E-Employer*** identifies employers using e-IWO and provides employer details such as addresses
 - **Federal Collections and Enforcement*** simplifies the case submittal and update process for cases referred for federal offset and passport denial
 - **Locates*** provides locate requests for individuals who are not in locate status in the state system and can be used as needed
 - [Electronic Document Exchange \(EDE\)](#) provides a secure way for states to exchange child support documents and UIFSA forms electronically
 - [Query Interstate Cases for Kids \(QUICK\)](#) provides online access to financial and case data in other states
- [Intergovernmental Reference Guide \(IRG\)](#) contains policy profiles and contact information for state, tribal, and international programs.

State Systems

State and federal child support programs work together to implement [state information systems](#) that support automated program management. Each state must have an automated system to operate its child support program efficiently and effectively. OCSE approves state system *planning and design* and *monitors and certifies* that states implement their systems as intended by law and regulation and spend federal funds wisely. The OCSE website offers automation and technology resources to encourage innovation.

Tribal Systems

Tribal child support programs have several options to automate data processing and case processing activities:

- Use office automation
- Implement an Intergovernmental Agreement to access a state or another tribe's system
- Install the Model Tribal System
- Join a consortium of tribes to acquire data processing system support and services
- Build a data processing system with tribal funds



Model Tribal System

Designed By Tribes, For Tribes

Tribes that choose to implement an Intergovernmental Agreement, use the Model Tribal System, or join a consortium must submit an Advance Planning Document (APD) to request federal funding for installation-related costs. OCSE offers technical assistance to help tribes prepare an APD, and templates, tools and advice tribes succeed in automating their program. Access the [tribal systems](#) page on our website.

12. Intergovernmental Child Support

Intergovernmental Reference Guide Overview

The [Intergovernmental Reference Guide \(IRG\)](#) is an information resource that includes state and tribal profiles of services, location codes and addresses; federal and regional office data; and demographic data for international child support agencies.

The IRG provides an effective and efficient way to view and update this information. It consolidates data – previously available through numerous discrete sources – into one centralized, automated repository.

The IRG contains state, tribal, and public user guides, including a listing of technical support liaisons for states and tribes. The [IRG](#) is also accessible from OCSE's [Child Support Professionals webpage](#).

Profile

The profile section contains high-level information about each state's child support program, as well as tribal programs. The State Profile includes information on the general program, UIFSA, reciprocal agreements with other countries and states, age of majority, statute of limitations, order modification and review/adjustment, lump sum payments, and insurance match. There are also links to statutory cites.

Contact (Location Codes and Addresses)

This section contains contact information for states and tribes, including names, addresses, telephone numbers, fax numbers and e-mail addresses when available. It also includes state, region, county and local location codes, OCSE central and regional office contact information, and international location codes and addresses.

In addition, the address section of the IRG now includes a link to the Bureau of Indian Affairs (BIA) codes for tribal organizations, a link to the International Standards Organization (ISO) codes for international codes, and a link to the National Child Support Enforcement Association (NCSEA) for all international addresses.

Access Privileges

Each state and tribal office can have up to five IRG administrators with unique usernames and passwords. The IRG administrators help OCSE keep the data current.

The IRG administrators' functions are to:

- Add, change, and delete contact and address information
- Maintain profile information and statutory cites
- Review and certify that information is accurate every 30 days
- Distribute a generic username and password (to view information) to all caseworkers or other "need-to-know" parties within a child support office
- Identify new system requirements

The public can view all state profile information. Due to concerns about releasing state and tribal contact and address information, public access is restricted to seven address types, such as the State Disbursement Unit and the Central Registry. However, the public can view all central, regional, and international office contact and address information.

An audit system tracks changes to the system. The OCSE Administrator has the capability to audit information to determine who, when, and what changes were made to the IRG.

13. Tribal Child Support

Sixty tribes currently operate tribal child support programs, providing services to Native American families that are consistent with tribal culture and values. Tribal child support programs locate custodial and noncustodial parents, establish legal parentage, and establish and enforce child support orders. Many tribal child support programs can offer referrals for additional support services.

State and tribal child support programs may enter into a Memorandum of Understanding to provide for case transfers, systems access, federal tax refund offset, or locate services.

Federally recognized tribes are eligible to apply to establish a child support program. The Bureau of Indian Affairs [lists](#) federally recognized Indian Tribes eligible for federal funding.

14. International Child Support

As the U.S. central authority for [international child support](#), OCSE assists states and countries with cases when family members live in different countries. The United States is a party to the Hague Child Support Convention and reciprocates with other countries under the Convention.

In addition, the U.S. has foreign reciprocal arrangements to provide child support services with four countries that are not Convention countries and with all but one of the provinces and territories of Canada. These are called foreign reciprocating countries (FRCs). OCSE works with the [U.S. Department of State](#) in the area of international child support.

15. Federal Grants

Section 1115 Discretionary Demonstration Grant Program

OCSE administers Section 1115 Demonstration grants, a competitive, discretionary program that furthers the national child support program's mission and goals:

Only state and tribal IV-D agencies or their state umbrella agencies can receive these grants. OCSE awards \$2-\$4 million annually in total funds for these awards, and specific requirements for the demonstration project and how to apply are laid out in a notice of funding opportunity. The priorities and goals may change each year. Depending on the funding opportunity requirements, recipients may contract with other agencies, faith-and community-based organizations, universities, or private consultants. [Review this helpful checklist](#) before starting a grant application process.

Section 1115 Grants

OCSE DISCRETIONARY GRANT AUTHORITIES

Purpose/Objective

To test and evaluate new policies and practices that are intended to improve the operation of the child support program.

Eligible Applicants

State child support agencies or IV-D agencies (other agencies and organizations can be co-participants, but the awarded funds must go to the state IV-D agency) and tribal IV-D agencies.

Evaluation Requirements

Depends on the requirements laid out in the funding opportunity. Sometimes, OCSE will fund a separate grant award for an independent, cross-site evaluation. Other times, applicants must describe the evaluation method and choose an independent evaluator.

Funding Opportunity Announcement

Annually transmitted to states and tribes through listservs; posted on www.grants.gov, OCSE website, and ACF website.

Budget (Funding of Project)

100 percent federal funding, see [IM-20-06, Section 1115 Grant Funding - Streamlined Processing](#) (no recipient match required)

Access and Visitation Grant Program

Each year, \$10 million is appropriated for the [Access and Visitation \(AV\) mandatory grant program](#), which provides funding to states and territories, to administer programs that help noncustodial parents spend time with their children.

OCSE has administrative responsibility for the AV grant program. At the state level, the governor decides which entity will administer the program. Currently, 33 child support agencies administer AV grant programs. The remainder are run by state offices of the courts or other state human services agency.

States must complete an application for program funding every three years, and submit an annual “State Child Access Program Survey” reporting form. The surveys are due to OCSE by December 30 each year and cover services provided to clients during the previous fiscal year.

States must submit one financial report (OMB Standard Form 425) through the Payment Management System in a consolidated single reporting system.

16. Collaboration with Employers

Employers are essential to the child support program. Employers account for 75% of collections by withholding child support and medical support payments from employees’ pay.

- [OCSE Information About Employers and Child Support](#)
- [OCSE Resources for State Agencies that Work with Employers](#)
- [OCSE Fact Sheet for the Judicial Community that Explains Income Withholding](#)
- [OCSE Resources About e-IWO](#)
- [OCSE Resources About Electronic Payments](#)
- [Information About the American Payroll Association and Working with Employer Community](#)

17. Other Governmental Partners

There are many potential partners for the child support program. IV-D directors may interact with various governmental partners.

- Governor's office
- State and local TANF agency
- State child welfare agency
- State and local Medicaid, CHIP and Health Insurance Marketplace agencies
- State SNAP agency
- State court administration agency
- Prosecutors
- Local government executives (e.g., county commissioners)
- Local courts and court clerks
- State legislatures
- State auditor
- State budget office
- State purchasing agency
- State human resources agency or department
- State technology agency or chief information officer (CIO)
- State Workforce Agency (Unemployment Insurance – UI)
- State worker's compensation agency
- State licensing agencies (e.g., professional licenses, driver's licenses, hunting licenses)

18. Child Support Organizations

Several membership organizations provide vital services to the child support program. IV-D directors and their staff can take active roles in these organizations to learn from their colleagues about promising practices in child support.

- [NCCSD: National Council of Child Support Directors](#)
- [NCSEA: National Child Support Enforcement Association](#)
- [NTCSA: National Tribal Child Support Association](#)
- [ERICSA: Eastern Regional Interstate Child Support Association](#)
- [WICSEC: Western Intergovernmental Child Support Engagement Council](#)

Most states have a child support association; for example: Child Support Directors Association of California, Ohio CSEA Directors' Association.

19. Research Organizations with Child Support Information

Several research organizations and advocacy groups play a crucial role in providing important information to the child support community.

- [American Enterprise Institute](#)
- [Brookings Institution](#)
- [Center for Law and Social Policy](#)
- [Fragile Families, Princeton](#)
- [National Conference of State Legislatures](#)
- [University of Texas, School of Public Affairs](#)
- [Urban Institute](#)

Appendix: Terms and Definitions for Systems Planning

Advance Planning Document (APD)

The three primary purposes of the APD process:

- Describes in broad terms the state's plan for managing the design, development, implementation, and operation of a system that meets federal, state, and user needs in an efficient, comprehensive, and cost-effective manner
- Establishes system and program performance goals in terms of projected costs and benefits
- Secures federal financial participation (FFP) for the state

Planning APD

The Planning APD (PAPD) is a written plan of action that requests funding to determine the need, feasibility, and cost factors of ADP equipment or services acquisition. The PAPD includes a statement of the problem or need, project management plan, budget for project planning, and estimated total project cost. It commits to preparing the feasibility study, requirements (or needs) analysis, alternatives analysis, and cost-benefit analysis.

Implementation APD

The Implementation APD (IAPD) is written plan of action marking the transition from the mission and planning phase to the development and implementation phase, which supports the plan to acquire the proposed ADP services or equipment. The IAPD includes the statement of needs and objectives, feasibility study, requirements analysis, alternatives analysis, cost-benefit analysis, personnel resource statements, project activities, schedule, proposed budget and prospective costs, and system life.

APD Update (APDU)

The PAPD or IAPD must, at a minimum, be updated on an annual basis (Annual APDU). Additionally, an "As-Needed" APDU must be submitted whenever a significant change to the project cost, scope, or schedule occurs.

Project Charter

A project charter is a document issued by senior management that formally authorizes the existence of the project. It provides the project manager with the authority to apply organizational resources to project activities.

Communication Plan

A communication plan is a document describing the information and communication needs of the project stakeholders: who needs the information, when they need it, and how it will be communicated to them.

Analysis of Alternatives

An analysis of alternatives considers the universe of alternatives available for automation, such as transferring another state's system or enhancing an existing system. These alternatives are evaluated at a high level with the goal of selecting the most viable alternatives for further, detailed analysis.

Independent Verification and Validation

Software verification and validation is a systems engineering discipline that helps the development organization build quality into the software products during the software development life cycle. Validation checks that the development products meet the customer's needs, and verification checks that the system is well-engineered. This is sometimes expressed as "Are we building the right system?" and "Are we building the system right?" Independent Verification and Validation (IV&V) activities are performed by an agency outside the state IV-D agency and its umbrella agency.

The key benefits of IV&V:

- Identifies high-risk areas early
- Provides the state and federal governments with an objective analysis to deal with system development issues
- Provides management with improved visibility into the progress and quality of the development effort
- Reduces errors in delivered products

The following criteria can trigger a federally mandated IV&V assessment of a state child support enforcement system:

- State does not have a statewide automated child support system in place that meets the requirements of the FSA of 1988.
- State has failed to meet a critical milestone, as identified in their APDs.
- State has failed to submit timely and complete APD updates.
- The APD indicates the need for a total system redesign.
- State is developing systems under waivers pursuant to section 452(d)(3) of the Social Security Act.
- System development efforts are determined to be at risk of failure, significant delay, or significant cost overrun.

Cost-Benefit Analysis

The Cost-Benefit Analysis (CBA) is a detailed evaluation of the costs and benefits of each alternative identified during the alternatives analysis. It includes costs of current and projected operations as a baseline for (1) determining which alternative to select for automation and (2) measuring costs and benefits of the implemented and operational system over time. The CBA can be included as part of the feasibility study or stand as a separate document.

Streamlined Feasibility Study

The [Streamlined Feasibility Study](#) supports efforts to determine the most effective, efficient, and cost reasonable solutions to modernize a statewide child support system, while meeting the essential requirements for project approval and subsequent Federal Financial Participation. It includes a ‘very light-weight’ analysis of alternatives, cost-benefit analysis, risk analysis, and preferred solution – into a single document that may be less than 50 pages in length.

The study compares various alternatives selected during the Analysis of Alternatives to the existing “Status Quo” system to demonstrate that the benefits of replacing or enhancing the status quo system outweigh the costs. The study determines whether upgrade or replacement of the status quo is feasible; in other words, would the cost of building the system be paid off over the life of the system. The streamlined feasibility study also recommends which of the alternatives analyzed would be the best system solution in terms of cost effectiveness and meeting the goals and business requirements of the project. One of the key analytical tools used in this study is the Cost-Benefit Analysis.

Cost Allocation

Cost allocation is a procedure that state agencies use to identify, measure, and equitably distribute system costs among benefiting public assistance programs.